Data Collection Training
Individual Direct Services Activity Data

Statewide Data Collection and Evaluation of First 5 California Funded Programs

FIRST 5 CALIFORNIA

Goals of Training

- To define "individual direct services."
- To learn how to use three versions of the individual direct services data collection tool.
  - Individual service
  - Family service
  - Group service
- To learn what kinds of questions can be answered from the data.

Individual direct services
Definition

Services delivered to an individual or group of children 0-5, their parents, and other family members by a service provider or volunteer.

The individual direct services data collection tools collect information about:

- *When* services were delivered.
- *What* and *how* activities were provided (modalities).
- *How many* times the service was delivered.

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What questions can individual direct services data answer?

- What types of services and activities were received most often by a particular client?

- Did a particular program provide services to the number and types of clients specified in its contract?

- Are there some activities that are not reaching certain populations (i.e.,service gaps)?

- What is the average duration of a case management session?

- What was the longest time that a child with a disability or other special needs continued in a program? What was the shortest?

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Individual direct services
Three versions of the data collection tool

- Individual service
  - Captures data on services received by individuals
    Example: In-person consultation

- Group service
  - Captures data on services received by groups
    Example: Class or workshop

- Family service
  - Captures data on services received by families
    Example: Home visit

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Individual direct services
Modality definition

> The primary way a direct service is delivered.

- Definitions of the modalities are provided in the funded program glossary.

- There are 10 modality choices. For each direct service, **one** modality must be selected.

- There is an inherent hierarchy in the list to assist in choosing the **one** modality that most accurately describes the service delivery.

Individual direct services
Occurrence/event definition

The delivery of a service. The number of occurrences or events equals the total number of times a type or set of activities occurred over a date range.

Examples of **one** occurrence or event include:
- Class
- Home visit
- In-person consultation
- Phone call
- Story hour in a mobile library

Individual direct services
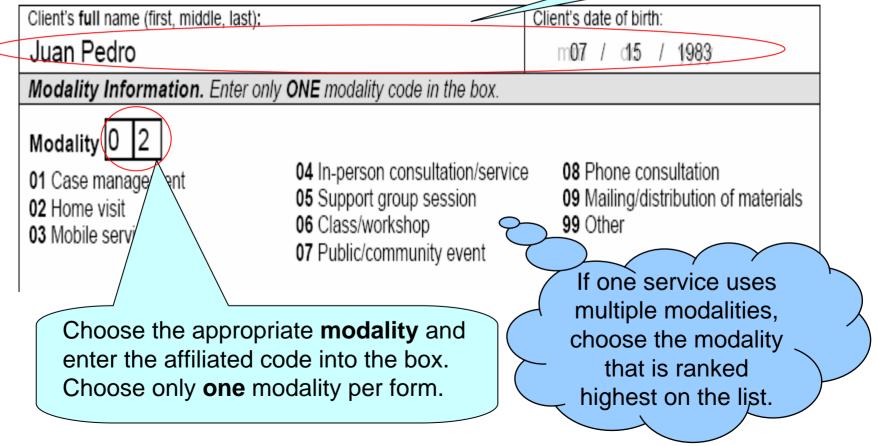## Example of individual data collection

Mrs. Kim conducts 1 hour home visits for parents, with or without their children present, to provide parenting education and family literacy programs.

In August, Mrs. Kim met with Juan Pedro, a Spanish speaking Hispanic adult.

Individual direct services
Individual data collection tool

Let's use our example to complete the individual service data collection tool.

Enter the **client's name** and **date of birth**.

Client's **full** name (first, middle, last):

Juan Pedro

Client's date of birth:

m 07 / d 15 / 1983

Modality Information. Enter only **ONE** modality code in the box.

Modality 0 2

01 Case management
02 Home visit
03 Mobile servi...

04 In-person consultation/service
05 Support group session
06 Class/workshop
07 Public/community event

08 Phone consultation
09 Mailing/distribution of materials
99 Other

Choose the appropriate **modality** and enter the affiliated code into the box. Choose only **one** modality per form.

If one service uses multiple modalities, choose the modality that is ranked highest on the list.

Individual direct services
Individual data collection tool

Enter the **date** when the service was delivered or enter a **date range** if services were delivered over a period of time.

Enter the number of times the service was delivered during the date or date range.

Single or Start Date: 08 / 01 / 2005   End Date: 08 / 31 / 2005   Number of occurrences: ___1___

Duration or average duration: ___1___   ☒ hours **OR** ☐ minutes **OR** ☐ Not applicable

Enter the **average duration**: the average amount of time spent (hours or minutes) providing the service during a single occurrence or event.

Use "**Not applicable**" only if the service modality is:
- Public or community event
- Phone consultation
- Mailing or distribution of materials
- Other

3/2/2006

Individual direct services
Individual data collection tool

> Mark **all** activities delivered under the specified modality.

Activity Information. Mark (X) ALL that apply:

Family Support, Education, and Services

☐ Community resource and referral (to health and social services)
☐ Mental health assessment or services
☐ Service coordination
☐ Enrollment/assistance with TANF, WIC, Food Stamps, or food program
☐ Provision of food, clothes, emergency funds, housing, or other basic needs
☐ Transportation services or vouchers

☐ Safety education and injury/violence prevention
☐ Distribution of Kit for New Parents
☑ Parenting education (includes programs for teens)
☐ Parenting/caregiver support (includes programs for teens)
☐ Family planning (includes programs for teens)
☐ Adult literacy programs
☐ Job training/citizenship/other adult education
☐ Other family support, education, and services

Health Education and Services

☐ Health insurance enrollment/assistance
☐ Tobacco cessation education or treatment
☐ Substance abuse treatment/screening (not tobacco cessation)
☐ Prenatal and birth care and education
☐ Breastfeeding assistance
☐ Well-baby or well-child checkups

☐ Acute medical care
☐ Health screenings
☐ Immunizations
☐ Oral health treatment, screening, or prevention
☐ Nutrition education and assessments
☐ Car seat distribution
☐ Other health education and services

Child Development Services

☐ Developmental screening/assessments
☐ Developmental services
☐ Recreational/physical activities for children alone or together with parents
☑ Family literacy programs
☐ Early education programs for children alone or together with parents

☐ ECE*/child care resource and referral (nonmonetary)
☐ ECE*/child care subsidies or vouchers
☐ Kindergarten transition programs
☐ Other child development services

*Early care and education

Individual Direct Services
Example of family data collection

Mrs. Kim conducts 1 hour home visits for parents, with or without their children present, to provide parenting education and family literacy programs.

In September, Mrs. Kim met with Juan Pedro, a Spanish speaking Latino adult and his two year old son, Joaquin Pedro.

Individual direct Services
Family data collection tool

Let's use our example to complete the family service data collection tool.

Program Participant Information. Please provide full name (no nicknames):		
First name: (required element)	**Last name**: (required element)	**Birth date** (mm/dd/yyyy): (confirmatory element)
Juan	Pedro	7/15/1983
Joaquin	Pedro	8/01/2003

Enter the **family member names** and **dates of birth** of all who were present at the session.

Individual direct services
Family data collection tool

Choose the appropriate **modality** and enter the affiliated code into the box. Choose only **one** modality per form.

If one service uses multiple modalities, choose the modality that is ranked highest on the list.

Modality 0 2

01 Case management
02 Home visit
03 Mobile service

04 In-person consultation/service
05 Support group session
06 Class/workshop
07 Public/community event

08 Phone consultation
09 Mailing/distribution of materials
99 Other

Individual direct services
Family data collection tool

Enter the **date** when the service was delivered or enter a **date range** if services were delivered over a period of time.

Enter the number of times the service was delivered during the date or date range.

Single or Start Date: 08 / 01 / 2005   End Date: 08 / 31 / 2005   Number of occurrences: 1

Duration or average duration: _____1_____   ☒ hours **OR** ☐ minutes **OR** ☐ Not applicable

Enter the **average duration**: the average amount of time spent (hours or minutes) providing the service during a single occurrence or event.

Use "**Not applicable**" only if the service modality is:
- Public or community event
- Phone consultation
- Mailing or distribution of materials
- Other

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3/2/2006

Individual direct services
Family data collection tool

Mark **all** activities delivered under the specified modality.

Activity Information. Mark (X) ALL that apply:

Family Support, Education, and Services

☐ Community resource and referral (to health and social services)
☐ Mental health assessment or services
☐ Service coordination
☐ Enrollment/assistance with TANF, WIC, Food Stamps, or food program
☐ Provision of food, clothes, emergency funds, housing, or other basic needs
☐ Transportation services or vouchers

☐ Safety education and injury/violence prevention
☐ Distribution of Kit for New Parents
☑ Parenting education (includes programs for teens)
☐ Parenting/caregiver support (includes programs for teens)
☐ Family planning (includes programs for teens)
☐ Adult literacy programs
☐ Job training/citizenship/other adult education
☐ Other family support, education, and services

Health Education and Services

☐ Health insurance enrollment/assistance
☐ Tobacco cessation education or treatment
☐ Substance abuse treatment/screening (not tobacco cessation)
☐ Prenatal and birth care and education
☐ Breastfeeding assistance
☐ Well-baby or well-child checkups

☐ Acute medical care
☐ Health screenings
☐ Immunizations
☐ Oral health treatment, screening, or prevention
☐ Nutrition education and assessments
☐ Car seat distribution
☐ Other health education and services

Child Development Services

☐ Developmental screening/assessments
☐ Developmental services
☐ Recreational/physical activities for children alone or together with parents
☑ Family literacy programs
☐ Early education programs for children alone or together with parents

☐ ECE*/child care resource and referral (nonmonetary)
☐ ECE*/child care subsidies or vouchers
☐ Kindergarten transition programs
☐ Other child development services

*Early care and education

Individual direct services
Example of group data collection

Mrs. Kim also conducts ten week sessions of hour-long family literacy classes, twice each year.

Her first class ran from June 1, 2005 to August 3, 2005 and had 5 attendees:

> Juan, Maria, and Joaquin Pedro

> Betty and Sarah Daniels

Individual direct services
Group data collection tool

Let's use our example to complete the group service data collection tool.

Enter the **group name** and **month/year** the group was held.

Program/Group Name: Family Literacy Class (June)   Month/Year: June 2005

Modality Information. Enter only ONE modality code in the box:

Modality [0][6]

01 Case management
02 Home visit
03 Mobile ser...

04 In-person consultation/service
05 Support group session
06 Class/workshop
07 Public/community event

08 Phone consultation
09 Mailing/distribution of materials
99 Other

Choose the appropriate **modality** and enter the affiliated code into the box. Choose only **one** modality per form.

If one service uses multiple modalities, choose the modality that is ranked highest on the list.

3/2/2006

Individual direct services
Group data collection tool

Enter the **date** when the service was delivered or enter a **date range** if services were delivered over a period of time.

Enter the number of times the service was delivered during the date or date range.

Single or Start Date: 06 / 01 / 2005 End Date: 08 / 03 / 2005 Number of occurrences: 10

Duration or average duration: 60 ☐ hours **OR** ☑ minutes **OR** ☐ Not applicable

Enter the **average duration**: the average amount of time spent (hours or minutes) providing the service during a single occurrence or event.

Use "**Not applicable**" only if the service modality is:
- Public or community event
- Phone consultation
- Mailing or distribution of materials
- Other

Individual direct services
Group data collection tool

> Mark **all** activities delivered under the specified modality.

Activity Information. Mark (X) ALL that apply:

Family Support, Education, and Services

- ☐ Community resource and referral (to health and social services)
- ☐ Mental health assessment or services
- ☐ Service coordination
- ☐ Enrollment/assistance with TANF, WIC, Food Stamps, or food program
- ☐ Provision of food, clothes, emergency funds, housing, or other basic needs
- ☐ Transportation services or vouchers

- ☐ Safety education and injury/violence prevention
- ☐ Distribution of Kit for New Parents
- ☐ Parenting education (includes programs for teens)
- ☐ Parenting/caregiver support (includes programs for teens)
- ☐ Family planning (includes programs for teens)
- ☐ Adult literacy programs
- ☐ Job training/citizenship/other adult education
- ☐ Other family support, education, and services

Health Education and Services

- ☐ Health insurance enrollment/assistance
- ☐ Tobacco cessation education or treatment
- ☐ Substance abuse treatment/screening (not tobacco cessation)
- ☐ Prenatal and birth care and education
- ☐ Breastfeeding assistance
- ☐ Well-baby or well-child checkups

- ☐ Acute medical care
- ☐ Health screenings
- ☐ Immunizations
- ☐ Oral health treatment, screening, or prevention
- ☐ Nutrition education and assessments
- ☐ Car seat distribution
- ☐ Other health education and services

Child Development Services

- ☐ Developmental screening/assessments
- ☐ Developmental services
- ☐ Recreational/physical activities for children alone or together with parents
- ☑ Family literacy programs
- ☐ Early education programs for children alone or together with parents

- ☐ ECE*/child care resource and referral (nonmonetary)
- ☐ ECE*/child care subsidies or vouchers
- ☐ Kindergarten transition programs
- ☐ Other child development services

* Early care and education.

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Individual direct services
Group data collection tool

First name	Last name	Birthdate	Class 1	Class 2	Class 3	Class 4	Class 5	Class 6	Class 7	Class 8	Class 9	Class 10	Total Service Contacts
Juan	Pedro	7/15/1983	×	×	×		×	×	×	×	×		8
Maria	Pedro	9/23/1983	×	×	×	×	×	×	×	×	×	×	10
Joaquin	Pedro	8/1/2008	×	×	×	×	×	×	×	×	×	×	10
Betty	Daniels	2/14/1984		×	×	×	×	×	×	×	×	×	9
Sarah	Daniels	10/18/2004		×	×	×	×	×	×	×	×	×	9

Enter in the **name**, **date of birth**, and **number of times** each participant attended a class.

Individual direct services
Summary of data collection

- Determine the best service tool for you to use prior to seeing your clients.

  – Individual

  – Family

  – Group

- Complete one individual services data collection tool per modality and activity combination.

- When using the group tool, verify the number of service contacts for each individual.